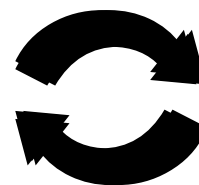


Scrip Return Policy



Procedures and rules for accepting returned scrip

1. **GIFT CARDS are NOT RETURNABLE.**
This is written on the Personal Order Form. Remind customers to order carefully. We do not have a card scanner to check balances so we cannot accept gift cards back. Please refer to the back of the card for customer service phone numbers to obtain card balances and history usage of card. The only exception for returning is our error or your error on immediate discovery at pick up time and card/s are returned before you leave our office on that day.
2. **Only small amounts of paper scrip that correct errors in ordering will be accepted for return.**
We cannot accept large quantities just to reduce what you have kept for stock. (We can assist you in establishing reasonable quantities for your inventory to help minimize any large cash outlay and number of vendors to carry.
3. **A \$3 restocking fee is assessed on first store scrip returned and \$1 for each additional store.**
4. **Fill out a blue Scrip Return Form, attach certificates being returned and turn in to scrip office.** A copy will be given to you as a receipt for your records. Your returned scrip must be included in our inventory prior to you receiving credit. Credit will be given on your next scrip order.
5. **Scrip returned must be from a viable store/vendor still in business on our current form.**
6. **Credit for returned scrip will appear on the line labeled "Other" on our computer print out on your next order.** Money does not get credited back into your account, but rather the returned amount will be deducted from your next order (minus the \$3 restocking fee).
7. **Outdated scrip cannot be exchanged for current scrip.** Although most scrip does not expire, some certificates are stamped with a date by the vendor as an inventory and printing control and/or to encourage redemption. We cannot accept any paper certificates over 6 months old or are outdated.
8. After Spring 2010, gift cards can no longer have expiration dates or associated fees attached.
9. Scrip needing to be returned due to an error by the Scrip Service Center will be fully refunded without additional fees to you.

Procedures for obtaining refunds due to store closure

In the event of a store closure without warning to us, we will provide you with the contact information for that store in assistance to getting your scrip refunded. Most stores have a grace period in which they will continue to make refunds. If we have been forewarned of a closure, we will always announce it so you will have time to redeem the certificates. In every case, we will make every effort within reason to assist you in securing the full value of your scrip.

Procedures for replacing partially destroyed scrip

Scrip that has been partially destroyed must be exchanged directly at the store. In most cases, the store criteria requires at minimum the serial number and dollar amount be legible for proof of authenticity.